

Title VI Implementation Plan

City of Kingman Kingman Area Regional Transit 2020



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Executive Summary

Kingman Area Regional Transit (KART) is a rural public transit service provider in the City of Kingman and an adjacent unincorporated area known as the Greater Kingman-Butler area. KART began operations April 13, 2004. KART is a division of the City of Kingman Public Works Department. This program is funded through the Federal Section 5311 Grant with the local match provided by the City of Kingman general fund account. Each year, KART submits a Section 5311 Grant application to the Arizona Department of Transportation (ADOT) to request funding for capital purchases, operating costs and administrative expenses.

Division staff includes one transit superintendent, one crew leader, nine full-time transit operators and three part-time transit operators.

KART offers four routes that meet hourly at the Wal-Mart transfer center. There are several stops along each route to make it easier for residents and tourists to get where they want to go. These stops are conveniently located near various residential areas, shopping centers, social service agencies, visitor center, parks and recreation, senior center, doctor offices, Kingman Regional Medical Center and Mohave Community College. For an additional fee, KART also offers Curb-to-Curb service. Curb-to-Curb service is provided as a deviation (typically up to $\frac{3}{4}$ mile) of each regular route and is available to the general public. Seniors age 60 or over and persons with a disability can receive this service at discounted rate.

KART routes are identified as Red, Blue, Green and Yellow. The Red and Blue routes operate from 6:00 a.m. to 6:00 p.m. Monday through Friday. The Green and Yellow routes operate from 6:00 a.m. to 8:00 p.m. Monday through Friday. All four routes operate from 9:00 a.m. to 4:00 p.m. on Saturday. Service is not available on Sunday or on holidays that are observed by the City of Kingman.

Service Level Changes in Response to COVID-19

Due to the COVID-19 pandemic, KART temporarily reduced service hours to the Saturday schedule, Monday through Saturday. Beginning March 23rd, 2020 and continuing until further notice, all four routes operate from 9:00 a.m. to 4:00 p.m. A second bus has been added to our two busier routes (Green and Yellow) to allow for better social distancing. Additionally, since April 2nd, 2020, fare collection has been suspended in an effort to reduce the amount of contact between transit operators and passengers.

What type of program fund(s) did you apply for?

- ☐ 5310
- ☒ 5311
- ☐ Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- ☒ Vehicle Funds
- ☒ Operating Funds
- ☐ Other (please explain) _____

Is your agency receiving direct funds from FTA?

☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☒ No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA Kingman Area Regional Transit

Kingman Area Regional Transit operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Kingman Area Regional Transit**.

For more information on the **Kingman Area Regional Transit's** civil rights program, and the procedures to file a complaint, contact **Sheri Furr, Public Transit Superintendent, (928) 692-3103, email sfurr@cityofkingman.gov**; or visit our administrative office at **3700 E. Andy Devine Ave., Kingman, AZ 86401**. For more information, visit **cityofkingman.gov**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **(928) 692-3103**. *Para información en Español llame: **Sheri Furr, (928) 692-3103, sfurr@cityofkingman.gov**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Kingman Area Regional Transit

Kingman Area Regional Transit (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Kingman Area Regional Transit**, y los procedimientos para presentar una queja, contacte **Sheri Furr, Public Transit Superintendent (928) 692-3103**, o visite nuestra oficina administrativa en **3700 E. Andy Devine Ave., Kingman, AZ 86401**. Para obtener más información, visite **cityofkingman.gov**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations:

KART administration office
Onboard each KART public transit vehicle

This notice is also posted online at **cityofkingman.gov**

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Kingman Area Regional Transit** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Kingman Area Regional Transit** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Kingman Area Regional Transit** or submitted to the State or Federal authority for guidance.

- (7) **Kingman Area Regional Transit** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **Kingman Area Regional Transit** has 60 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **Kingman Area Regional Transit** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **cityofkingman.gov**.

If information is needed in another language, contact **(928) 692-3103**. *Para información en Español llame: **Sheri Furr, (928) 692-3103, sfurr@cityofkingman.gov**

Discrimination ADA/Title VI Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other	
Section II:			
Are you filing this complaint on your own behalf?		<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>			
If not, please supply the name and relationship of the person for whom you are complaining.			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____			
<p>Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.</p> <p>_____</p> <p>_____</p> <p>_____</p>			
Section VI:			
Have you previously filed a Discrimination Complaint with this agency?		<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ State Court : _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint.

Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**Kingman Area Regional Transit
Sheri Furr, Public Transit Superintendent
3700 E. Andy Devine Ave., Kingman, AZ 86401
(928) 692-3103
sfurr@cityofkingman.gov**

A copy of this form can be found online at **cityofkingman.gov**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

☒ **Kingman Area Regional Transit** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2019**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Kingman Area Regional Transit is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Kingman Area Regional Transit** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partnered with other local agencies to advertise services provided
- ☒ Hosted public information meetings and or hearings
 - Transit Advisory Commission Meetings: 2nd Monday of each quarter
 - Public Hearing: 2/18/2020 – Section 5311 grant application
- ☒ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities at:
 - <https://www.cityofkingman.gov/government/departments/kart>
 - <https://www.facebook.com/KART4Kingman>
- ☒ Hosted an information booth at a community event
 - KRMCM Senior Health Expo: 1/26/2019
 - KRMCM Kid's Day Health and Safety Expo: 5/18/2019
 - KRMCM Women's Health Expo: 10/12/2019
 - KRMCM Senior Health Expo: 1/25/2020
- ☒ Participated in local parade



Kingman Area Regional Transit - KART
January 25 · 🌐

...

Good morning, KART is at KRMCM Senior Health Fair @ Hualapai Campus today. Come see us!!!





Kingman Area Regional Transit - KART is 🌈 feeling festive.

December 8, 2019 · 🌐



KART made its 1st appearance yesterday at Kingman's annual Parade of Lights. It was a very Stars and Stripes evening and the turn-out was fabulous! We ran out of flags and candy canes less than half way through, but will definitely stock up on more giveaways for next year! The KART team did an awesome job, as did all the others who came out to help! It was a wonderful evening and we are thankful and proud to have been a part of it!



Kingman Area Regional Transit will make the following community outreach efforts for the **upcoming year**:

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partner with other local agencies to advertise services provided.
- ☒ Host public information meetings and or hearings.
- ☒ Host an information booth at a community event

Limited English Proficiency Plan

Kingman Area Regional Transit has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Kingman Area Regional Transit** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Kingman Area Regional Transit's** extent of obligation to provide LEP services, the **Kingman Area Regional Transit** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Kingman Area Regional Transit** service area who may be served or likely to encounter by **Kingman Area Regional Transit** program, activities, or services;

New Kingman-Butler CDP, Arizona		
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER		
2015: ACS 5-Year Estimates Detailed Tables		
	Estimate	Margin of Error
Total:	10996	836
Speak only English	10114	790
Spanish or Spanish Creole:	776	225
Speak English "very well"	631	165
Speak English less than "very well"	145	115
German:	27	30
Speak English "very well"	27	30
Speak English less than "very well"	0	19
Other West Germanic languages:	15	25
Speak English "very well"	15	25
Speak English less than "very well"	0	19
Russian:	7	10
Speak English "very well"	7	10
Speak English less than "very well"	0	19
Vietnamese:	16	25
Speak English "very well"	0	19
Speak English less than "very well"	16	25
Other Asian languages:	0	19
Speak English "very well"	0	19
Speak English less than "very well"	0	19
Tagalog:	41	52
Speak English "very well"	8	13
Speak English less than "very well"	33	50

City of Kingman		
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER		
2015: ACS 5-Year Estimates Detailed Tables		
	Estimate	Margin of Error
Total:	26628	317
Speak only English	24556	578
Spanish or Spanish Creole:	1541	433
Speak English "very well"	1204	355
Speak English less than "very well"	337	156
French (incl. Patois, Cajun):	12	19
Speak English "very well"	12	19
Speak English less than "very well"	0	23
German:	38	43
Speak English "very well"	38	43
Speak English less than "very well"	0	23
Other West Germanic languages:	12	18
Speak English "very well"	12	18
Speak English less than "very well"	0	23
Greek:	83	133
Speak English "very well"	83	133
Speak English less than "very well"	0	23
Polish:	46	57
Speak English "very well"	46	57
Speak English less than "very well"	0	23
Chinese:	36	36
Speak English "very well"	24	37
Speak English less than "very well"	12	23
Japanese:	18	30
Speak English "very well"	0	23
Speak English less than "very well"	18	30
Mon-Khmer, Cambodian:	16	25
Speak English "very well"	16	25
Speak English less than "very well"	0	23
Tagalog:	162	140
Speak English "very well"	62	79
Speak English less than "very well"	100	93
Other Pacific Island languages:	32	38
Speak English "very well"	32	38
Speak English less than "very well"	0	23
Navajo:	28	45
Speak English "very well"	0	23
Speak English less than "very well"	28	45
Other Native North American languages:	11	17
Speak English "very well"	11	17
Speak English less than "very well"	0	23
Hungarian:	13	20
Speak English "very well"	13	20
Speak English less than "very well"	0	23
Arabic:	24	29
Speak English "very well"	24	29
Speak English less than "very well"	0	23

Most people in the KART service area are proficient in the English language. At this time, no LEP language group represents a significant percentage of the City of Kingman or Greater Kingman/Butler Area population.

- 2) The frequency with which LEP individuals come in contact with **Kingman Area Regional Transit** services;

Kingman Area Regional Transit's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2019** . **Kingman Area Regional Transit** averages **<1** contact per **YEAR**.

- 3) The nature and importance of the program, activities or services provided by the **Kingman Area Regional Transit** to the LEP population.

The largest geographic concentration of LEP individuals in the KART service area are Spanish speaking. Services provided by KART that are most likely to encounter LEP individuals are along the fixed route. It is also possible that KART will encounter LEP individuals at the KART office where Curb-to-Curb trips are scheduled and passes are sold.

- 4) The resources available to **Kingman Area Regional Transit** and overall costs to provide LEP assistance.

In the event that a translator is needed, every effort will be made to provide vital information to LEP individuals in the language requested. KART would seek assistance from other City of Kingman employees who may be able to translate. If there are no individuals available to assist, translation efforts may be sought online. Telephone or video assistance, such as the Language Line at (888) 808-9008 may also be utilized at a rate of \$3.95/minute for audio only calls or \$4.95/minute for video calls.

Kingman Area Regional Transit provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Kingman Area Regional Transit complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **Kingman Area Regional Transit** provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **Kingman Area Regional Transit** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- ☒ Use of “I Speak” cards
- ☒ Bilingual or multilingual versions of:
 - ☒ “How to ride” brochures
 - ☒ System maps and timetables

2) **Kingman Area Regional Transit** has a process to ensure the competency of interpreters and translation service through the following methods:

Kingman Area Regional Transit will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Kingman Area Regional Transit** will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities. **Kingman Area Regional Transit** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Kingman Area Regional Transit** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Kingman Area Regional Transit** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Statements in outreach documents that language services are available from the agency
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Agency websites

☒ Customer service lines

4) **Kingman Area Regional Transit** monitors, evaluates and updates the LEP plan through the following process:

Kingman Area Regional Transit will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Kingman Area Regional Transit** will make changes to the language assistance plan based on feedback received. **Kingman Area Regional Transit** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Kingman Area Regional Transit** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Kingman Area Regional Transit** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Kingman Area Regional Transit** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Kingman Area Regional Transit** will implement processes for training of staff through the following procedures:

Kingman Area Regional Transit will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Kingman Area Regional Transit** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Kingman Area Regional Transit** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Kingman Area Regional Transit** will implement LEP training to be provided for agency staff. **Kingman Area Regional Transit** staff training for LEP to include:

- A summary of the **Kingman Area Regional Transit** responsibilities under the DOT LEP Guidance;
- A summary of the **Kingman Area Regional Transit** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Kingman Area Regional Transit** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Kingman Area Regional Transit** cultural sensitivity policies and practices.

Kingman Area Regional Transit

Kingman's public transit system provides fixed route bus service and curb-to-curb service throughout the Greater Kingman-Butler area. This guide includes everything you need to know to get where you need to go on KART.



Four Bus Routes

Hourly Service Monday through Saturday
The map in this guide shows the routing and bus stop locations for each of KART's four fixed bus routes.

Hours and Schedules

The days and hours of service and timetable for each route are shown on the color-coordinated schedule. For each bus stop served by the route, the schedule shows:

- First bus on weekdays
- First bus on Saturdays
- Minutes past each hour when the route serves each stop
- Last bus on weekdays
- Last bus on Saturdays

Please be at the bus stop 5 to 10 minutes before the scheduled time.

Bus Stops

Buses pickup and drop off at designated bus stops shown on the map and listed on the schedule. Bus stops are marked with the sign shown here.



Transfers

All KART buses meet at the Wal-Mart Transfer Center on Airway Ave. on the hour, for easy no-wait transfers.

Bikes

KART buses are equipped with bike racks that hold up to two bikes. Passengers are responsible for loading and unloading their own bicycles.

KART Fares

You must pay a fare, provide a coupon or show a pass each time you board the bus.

Cash and Coupon Fares – Per person, per boarding

One Way Fare	one coupon or \$1.50
Book of 30 coupons	\$45.00

Children under 10 years old ride free and must be accompanied by an adult.

Exact fare required. Drivers cannot make change.

Daily and Monthly Passes – Unlimited Rides

Day Pass	\$5.00
Regular Monthly Pass	\$55.00
Monthly Pass for Seniors (60+) and Veterans*	\$45.00

Daily and monthly passes are valid for unlimited

Curb-to-Curb Service

Curb-to-Curb service, Monday through Saturday, with 24-hour advance reservation
For those unable to get to a bus stop, curb-to-curb service is provided via deviations from the regular bus route.

Curb-to-curb service is available to pre-qualified persons with disabilities, those who are 60 or older and the general public. You can be picked up and dropped off anywhere within 3/4 mile of a KART bus route during regular service hours. Call our transit assistant to find out if you are within the service area.

Curb-to-Curb Fares

Seniors/Persons with Disabilities	\$3.00
General Public	\$6.00

Curb-to-Curb Reservations: Call 681-7433

All reservations must be made through our reservationist. The reservation office is open 9:00 a.m. to 3:00 p.m. Monday through Friday.

Call our transit office *no later than 3:00 p.m.* the day before you wish to travel. You can call up to 30 days in advance to lock in your reservation.

Be prepared to provide the following information:

- Pick up address
- Drop off address (where you are going)
- Desired pickup time
- The time you wish to return

Pickups – Be Ready 10 Minutes Early

We will pick you up as close to your front door as practical. Please be ready 10 minutes before your pickup time and be watching for the bus. We are on a tight schedule and our drivers will wait for only 2 minutes before leaving.

Cancellations

If you decide not to make a trip, please call by 3:00 p.m. the day before to cancel your reservation. If you do not cancel a reservation at least an hour ahead or do not show up for a scheduled reservation, you will be required to pay for the missed trip before you are provided service again.

Subscription Reservations

If you make the same trip daily, weekly or on certain days each month, you can sign up for our subscription service. Once you've registered, you will be picked up automatically without having to call for each trip. You'll only need to call if you decide to cancel a trip. Ask the reservationist for details.

Special Needs

- **ADA Accessibility**
All of our vehicles are wheelchair accessible.
- **Personal Care Attendants**
If you need the assistance of a PCA and have noted this in your curb-to-curb application, they may ride with you for free.
- **Service Animals**
Service animals are welcome on our vehicles. Other animals are allowed *only if they are small and in a carrier*.

Transporte regional del del Área de Kingman

El sistema de transporte público de Kingman ofrece un servicio de autobuses de ruta fija y un servicio puerta a puerta en el área metropolitana de Kingman-Butler. Esta guía incluye todo lo que necesita saber para llegar a su destino con KART.

Cuatro rutas de autobuses

Servicio cada hora de lunes a sábado

El mapa que se incluye en esta guía muestra las rutas y las ubicaciones de las paradas de las cuatro rutas fijas de autobuses de KART.

Horario

Los días y horarios de servicio de cada ruta se muestran en la tabla por colores. Para cada parada de autobús de la ruta, la tabla muestra:

- El primer autobús los días de semana
- El primer autobús los sábados
- Los minutos después de cada hora en que el autobús pasa por cada parada
- El último autobús los días de semana
- El último autobús los sábados

Trate de estar en la parada entre 5 y 10 minutos antes de la hora que figura en el horario.

Paradas

Los autobuses se detienen en las paradas designadas que se muestran en el mapa y figuran en el horario. Las paradas están marcadas con el letrero que se muestra aquí.



Trasbordos

Todos los autobuses de KART se concentran en el Centro de trasbordo Wal-Mart, en Airway Ave., cada hora para ofrecer trasbordos fáciles sin espera.

Bicicletas

Los autobuses de KART están equipados con soporte con capacidad para hasta dos bicicletas. Es responsabilidad de los pasajeros colocar y sacar sus bicicletas del soporte.

Tarifas de KART

Debe pagar una tarifa, entregar un cupón o mostrar un pase cada vez que aborde el autobús.

Tarifas en efectivo y cupones - Por persona, por viaje

Tarifa de ida	un cupón o \$1.50
Talónario de 30 cupones	\$45.00

Los niños menores de 10 años viajan gratis y deben estar acompañados por un adulto.

Es necesario que coloque el importe exacto. Los conductores no pueden dar cambio.

Pases diarios y mensuales - Viajes ilimitados

Pase diario	\$5.00
Pase mensual común	\$55.00
Pase mensual para personas mayores (60+) y veteranos*	\$45.00

Los pases diarios y mensuales son válidos para viajes ilimitados en cualquier parada activa de ruta fija. No pueden utilizarse para el servicio puerta a puerta y no

Servicio puerta a puerta

Servicio puerta a puerta de lunes a sábado con reservación de viaje con 24 horas de anticipación – Las personas que no pueden acercarse hasta la parada de autobús disponen del servicio puerta a puerta a través de desviaciones de la ruta regular.

El servicio puerta a puerta está disponible para personas previamente calificadas que tienen discapacidades, para personas que tienen como mínimo 60 años de edad y para el público en general. El pasajero será recogido y dejado en cualquier ubicación que se encuentre a 7/8 de milla de una ruta de autobús de KART durante el horario de servicio regular. Llame a nuestro asistente de tránsito para saber si se encuentra dentro del área de servicio.

Tarifas del servicio de puerta a puerta

Personas mayores/	
Personas con discapacidades	\$3.00
Público en general	\$6.00

Reservaciones para el servicio puerta a puerta: Llame al 681-7433

– Todas las reservaciones deben realizarse a través de nuestra persona a cargo de las reservaciones. La oficina de reservaciones está abierta de 9 a.m. a 3 p.m. de lunes a viernes.

Llame a nuestra oficina de tránsito antes de las 3 p.m. del día anterior al que desea viajar. Puede llamar hasta con 30 días de anticipación para asegurar su reservación.

Esté preparado para proporcionar la información siguiente:

- Dirección de recogida
- Dirección de destino
- Hora que desea que lo recojan
- Hora que desea regresar

Partida – Esté listo 10 minutos antes del horario establecido

– Lo recogeremos lo más cerca de su puerta como sea posible. Esté listo 10 minutos antes del horario de partida y atento a la llegada del autobús. Tenemos un horario ajustado y nuestros conductores esperarán sólo 2 minutos antes de partir.

CANCELACIONES – Si decide no realizar un viaje, llame antes de las 3 p.m. del día anterior para cancelar su reservación. Si no cancela una reservación al menos una hora antes del viaje o no aparece para una reservación programada, deberá pagar por el viaje perdido antes de que pueda volver a recibir el servicio nuevamente.

Reservaciones por suscripción – Si realiza el mismo viaje todos los días, todas las semanas o ciertos días todos los meses, puede registrarse para nuestro servicio de suscripción. Una vez registrado, lo recogeremos automáticamente sin que tenga que llamar para cada viaje. Sólo deberá llamar si decide cancelar un viaje. Pida detalles al encargado de las reservaciones.

Necesidades especiales

- **Pautas de accesibilidad de la ADA** – Todos nuestros vehículos son accesibles para sillas de ruedas.
- **Asistentes de cuidados personales** – Si necesita la ayuda de un asistente de cuidados personales y ha incluido esto en su solicitud de servicio puerta a puerta, esta persona puede viajar con usted sin costo.

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

*Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	African American /Black	American Indian/Alaskan Native	Native Hawaiian/ Other Pacific Islander	Asian	Hispanic/ Latino	White
Population	538 1.84%	793 2.71%	20 .07%	399 1.36%	4,017 13.74%	26,221 89.66%
City of Kingman Transit Advisory Commission	1 33%	0 0%	0 0%	0 0%	0 0%	4 66%

The City of Kingman Transit Advisory Commission is comprised of five members. The City of Kingman shall attempt to recruit new commission members in and around the KART service area in a manner which ensures that minorities and individuals with disabilities are strongly encouraged to apply. The City of Kingman shall make reasonable accommodation to the needs of applicants with disabilities and shall ensure that meeting locations are accessible. Members are appointed by the Kingman City Council for three-year staggered terms.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **Kingman Area Regional Transit** does not monitor subrecipients for Title VI compliance as it does not have subrecipients.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **Kingman Area Regional Transit** has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

1) Vehicle Load for Each Mode

Blue Route – Passengers per set:	Peak = 2:5	Off-peak = 1:5
Green Route – Passengers per set:	Peak = 4:5	Off-peak = 2:5
Red Route – Passengers per set:	Peak = 3:5	Off-peak = 2:5
Yellow Route – Passengers per set:	Peak = 4:5	Off-peak = 2:5

2) Vehicle Headway for Each Mode

Vehicle headway for each route is 60 minutes.

A second vehicle is temporarily operated on the Green and Yellow routes in response to COVID-19, to allow improved social distancing. This reduces the headway to 30 minutes for these two routes.

3) On Time Performance for Each Mode

Blue Route – 98% on time performance (<5 minutes late)
Green Route – 93% on time performance (<5 minutes late)
Red Route – 99% on time performance (<5 minutes late)
Yellow Route – 95% on time performance (<5 minutes late)

4) Service Availability for Each Mode

Normal operating hours are as follows:

Monday through Friday:	Blue and Red Routes – 6:00 a.m. to 6:00 p.m. Green and Yellow Routes – 6:00 a.m. to 8:00 p.m.
Saturday:	All four routes – 9:00 a.m. to 4:00 p.m.

There is no service on Sunday or on City of Kingman observed holidays.

Due to COVID-19, service hours on all four routes have been temporarily reduced to 9:00 a.m. to 4:00 Monday through Saturday.

5) Transit amenities for each mode

All vehicles are handicap accessible and equipped with bike racks that can accommodate up to two bicycles. Each bus has one infant seat, as well as two integrated child seats. Bus stops locations are identified by signage. Benches are available at most active stop locations and several of these locations also include shelter and waste receptacles. Waste baskets are on board all vehicles. Maps and schedules are posted in shelters. Schedules are posted at most stops. Route guides are available on each vehicle.

6) Vehicle assignments for each mode

Vehicles are rotated between routes on a regular basis. Vehicle capacity and route activity are considered when assigning a vehicle to a specific route. Vehicle suspension and road conditions are also considered. Vehicles are removed from service as needed for maintenance.

Board Approval for the Title VI Plan

CITY OF KINGMAN, ARIZONA

RESOLUTION NO. 5315

A RESOLUTION BY THE MAYOR AND COMMON COUNCIL OF THE CITY OF KINGMAN, ARIZONA TO ADOPT KINGMAN AREA REGIONAL TRANSIT TITLE VI IMPLEMENTATION PLAN AND POLICY STATEMENT AS UPDATED OCTOBER 2020

WHEREAS, The federal government enacted Title VI of the Civil Rights Act of 1964, as amended, to prevent discrimination on the grounds of race, color, sex, age, disability or national origin and to ensure that individuals are not excluded from participation in, denied benefits of, or otherwise subjected to discrimination under any program or activity receiving federal financial assistance on the basis of race, color, sex, age, disability or national origin; and

WHEREAS, additional regulations, statutes, directives, cases and executive orders have been passed which expand the breadth of Title VI; and

WHEREAS, it is a requirement of the Arizona Department of Transportation and the Federal Transit Administration that recipients of federal financial assistance adopt a Title VI Plan; and

WHEREAS, the City of Kingman is a recipient of federal Section 5311 Rural Public Transit Grant funding

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and Common Council of the City of Kingman, Arizona hereby adopt the 2020 Kingman Area Regional Transit Title VI Implementation Plan and Policy Statement as presented.

PASSED AND RESOLVED by the Mayor and Common Council of the City of Kingman, Arizona, on this 17th day of November, 2020.

APPROVED:


Jen Miles, Mayor

APPROVED AS TO FORM:


Carl Cooper, City Attorney

ATTEST:


Annie Meredith, City Clerk

